

**National Alliance on Mental Illness – Metro Baltimore**  
**Outreach Coordinator**

**Title:** Outreach Coordinator

**Reports to:** Director of Programs and Outreach

**Salary:** \$18/hour

**Start Date:** March 2022

**POSITION SUMMARY:**

Established in 1983, NAMI Metropolitan Baltimore is a grassroots organization with the mission to improve the lives of individuals living with mental illness and their families through education, support, and advocacy. We offer focused and effective education and support programs tailored for varied audiences including individuals with mental illnesses, family members and caregivers of those with mental illnesses, direct service providers, and the general public. NAMI Metropolitan Baltimore is currently providing services to more than 9,500 individuals, more than doubling our impact numbers since 2014.

The Outreach Coordinator for NAMI Metro Baltimore is responsible for the delivery of service of NAMI signature programs, NAMI Metro Baltimore programs, and NAMI Metro Baltimore Outreach initiatives, with a specific focus in West Baltimore. They will serve as a community liaison in West Baltimore and are responsible for developing relationships in the community with neighborhood associations, other non-profit organizations, schools, places of worship, businesses, and providers. The Outreach Coordinator is charged with recruiting volunteers from the local community who are qualified and capable of effectively leading NAMI's peer-based programs. They will ensure our programs are broadly marketed throughout the community.

The Outreach Coordinator is responsible for ensuring the quality and consistency of programs and for analyzing community needs and outcomes for programmatic efforts and recommending changes/adaptations as needed. They will accurately record data from NAMI programs and will provide timely reports to contract and grant funders as requested.

This part-time position (24 hours/week) will primarily be based out of The Factory in West Baltimore, with occasional travel to the NAMI Metro Baltimore headquarters in Remington and other off-site locations in West Baltimore. The schedule for this position requires day hours and may include occasional nights and weekends for programs and events.

**POSITION RESPONSIBILITIES:**

The Outreach Coordinator will be accountable for:

- Reviewing, selecting, developing, and effectively implementing programs and outreach initiatives in West Baltimore for NAMI Metro Baltimore including NAMI Connection Support

Group, NAMI Family Support Group, NAMI Family-to-Family, NAMI Peer-to-Peer, NAMI Smarts for Advocacy, NAMI Ending the Silence, and others as assigned.

- Ensuring that NAMI Metro Baltimore is strategically and effectively represented in West Baltimore through program and outreach efforts.
- Managing NAMI Metro Baltimore's West Baltimore Hub, ensuring deliverables are achieved, serving as primary liaison for Hub activities, and strategically planning for growth within Hub location.
- Promoting program activities, classes, workshops, groups, and events effectively to both internal and external audiences.
- Developing, seeking, and sustaining relationships with a wide range of organizations, community groups, and other networks, and representing NAMI Metro Baltimore at meetings and events as assigned.
- Analyzing community needs to determine program opportunities, scope, and goals.
- Providing program statistics, data, and performance outcomes for use as benchmarks for materials, funder reports, and grant compliance.
- Ensure NAMI Metro Baltimore's volunteer recruitment efforts are strong, that volunteers are being used to their best capacity, and serve as a liaison troubleshooting training issues as they arise.
- Collaborate with Program team to ensure overall department goals are achieved.

#### **KNOWLEDGE, SKILLS, ABILITIES:**

- Strong written and oral communication skills.
- Community organizing experience working with diverse communities and organizations.
- Knowledge of West Baltimore neighborhoods and communities. Residence in West Baltimore preferred.
- Strong interpersonal skills.
- Knowledge of all NAMI National services and programs.
- Ability to prioritize and multi-task.
- Ability to work successfully with a wide array of personalities and constituencies, with a focus on cultural competency and awareness.
- Ability to establish benchmarks for success and evaluate accordingly.
- The ability to represent the organization with professionalism and a strong sense of passion for its work.
- Proficient using Microsoft Office Suite Word, Excel, Outlook and PowerPoint.

#### **QUALIFICATIONS:**

- Bachelor's Degree or 2 years relevant work experience (i.e., community organizing, grassroots outreach, etc.)
- Lived experience (with a mental health condition or as a caregiver) preferred

**WORK CONDITIONS/ADDITIONAL RESPONSIBILITIES:**

- While the office is the primary work environment, this position requires frequent out-of-office meeting and activities.
- This position will typically work during normal working hours, but occasional evenings and weekends are required.
- Ability to lift 20 pounds or more.
- Personal transportation or access to some form of transportation is required.
- Other duties as assigned.
- NAMI Metropolitan Baltimore has a mandatory COVID-19 vaccination policy for all staff. Employees in need of an exemption from this policy due to a disability, or because of a sincerely held religious belief must make a request for accommodation.

To apply, send a cover letter, including salary requirements, along with a resume to Kerry Graves, Executive Director – [kgraves@namibaltimore.org](mailto:kgraves@namibaltimore.org). Phone inquiries will not be accepted.